

Wireless E9-1-1 Project Status (1st Quarter 2002)

Prepared by: Donna Peña

Description: The project manager provides the quarterly status report describing the significant activities of each deliverable and any deviation to scope, schedule, and resources. Ref: Communication Plan.

New Web site address: Wireless E9-1-1 project information is posted at www.td.dgs.ca.gov/Services/911.

Summary: The first quarter of 2002 was very exciting in California with the San Francisco Consolidated Emergency Communications Center (SF CECC) being the first local jurisdiction to receive wireless enhanced 9-1-1 calls (W E9-1-1). This is a significant milestone made possible by last year's Assembly Bill 1263 (now Public Utilities Code 2892 c.1-4) which permits other public safety answer points (PSAPs), besides the California Highway Patrol (CHP), to answer wireless 9-1-1 calls. CHP is currently the primary default to answer all the wireless 9-1-1 calls and each PSAP must request and be approved as to which cell sector calls they will be allowed to answer directly. The initial work done to implement SF CECC lays the foundation and can now be repeated for other PSAPs to answer W E9-1-1 calls.

1. **Wireless E9-1-1 Main Project Overview.** With procedures now in place to facilitate the statewide rollout for wireless E9-1-1, the State is targeting the high call volume areas to distribute the heavy call load at the CHP and incorporate the more accurate Phase II location service from the wireless service providers (WSPs).
 - **Statewide Plan.** The State 9-1-1 Office presented the W E9-1-1 plan at the Cal NENA meeting in January 2002, that graphically depicts regions and target start dates. The plan is based upon the 24 CHP Communication Center jurisdiction regions. PSAPs in the Los Angeles (LA) and Bay Area regions will be the initial focus to help balance the abundant number of wireless 9-1-1 calls away from the CHP in those heavily populated areas.
 - **PSAP Upgrades.** The State now has a new funding policy for PSAP equipment. There are also specific funds available for geographical information system (GIS) mapping for those PSAPs in the planned W E9-1-1 implementation regions.
 - **WSP Reimbursement Policy.** The State developed a partial cost recovery WSP reimbursement policy based upon subscribers. It was presented at the March monthly meeting and the State solicited feedback from WSPs and the Cellular Carriers Association of California.
 - **Wireless ALI Record.** The Wireless-ALI record format 3C (W-ALI 3C) display has proven itself for the W E9-1-1 implementation at SF CECC. Designed by committee, the W-ALI 3C display minimizes the downstream impact to the different computer aided dispatch (CAD) systems in the 500 PSAPs statewide. It also provides for Phase II (X-Y) location data from WSPs as well as the Phase I data (cell tower and sector).
 - **ILEC Pricing for Wireless E 9-1-1.** The State continues to work with SBC/Pacific Bell and Verizon to finalize pricing for those services and features needed to implement the W E9-1-1 plan. Both companies are working with their out-of-state corporate offices to determine the details of their W E9-1-1 offerings and pricing plans, before submitting to the State.
2. **W E9-1-1 Implementation (SF CECC) Subproject.**
 - **WSP progress.** SF CECC met its target date to have Phase I service by the end of January 2002 with Nextel completing their cutover first. Key to the progress was CHP and SF CECC analyzing the various WSP coverage maps and obtaining the appropriate approvals to reroute wireless calls accordingly between the two agencies. Sprint PCS, Verizon Wireless, and AT&T Wireless followed the Nextel implementation. Cingular Wireless and Metro PCS will be completing their testing in the 2nd quarter of 2002. JoAnn Hicks (SF CECC) is the local project manager and can be contacted at joann.hicks@sfgov.org.
 - **Call statistics.** SF CECC is attempting to track the number of unintentional calls by WSP. This is now possible to do because the WSP is identified with each call.
3. **W E9-1-1 Implementation (CHP LACC & LA PSAPs) Subproject.** The plans for the California Highway Patrol Los Angeles Communication Center (CHP LACC) are revised for a proof of concept test in April 2002, and implementation in September 2002.
 - **LA Proof of Concept.** The proof of concept test will process WSP test calls through the E9-1-1 selective routers serving Los Angeles PSAPs. It will also test the call displays for prototypical PSAP equipment. The results should confirm the ILEC network functionality works for tandem-to-tandem transfers and also that the W-ALI 3C display is consistent among the various equipment at the different PSAPs.
 - **LA PSAPs.** The following PSAPs have indicated they are interested in participating in the LA implementation to answer W E9-1-1 calls: Beverly Hills PD, Burbank PD, Covina PD, El Segundo PD, Glendale PD, Glendora PD, Long Beach PD, Maywood PD, Montebello PD, Pasadena PD, Redondo Beach PD, Sierra Madre PD, Torrance PD, Vernon PD, West Covina PD.
4. **Monthly meetings.** The State hosts an open meeting on the second Friday of each month at the Telecommunications Division in Sacramento. Contact Donna Pena (9-1-1 Office) at dpena@telecom.dgs.ca.gov for further information.